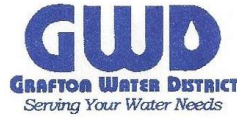


COMMISSIONERS
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Coronavirus Procedures

Tuesday, July 28, 2020

The Office is still closed.

Given the current state of the coronavirus in Massachusetts, the Grafton Water District has closed the office to the public. All business will be conducted without face to face contact. However, **emergency service is still available.**

- If a meter has stopped working, we will estimate the bill until the virus threat has gone away.
- If a homeowner needs a final reading, we will request the homeowner take a picture of the meter's odometer (for older meters) and e-mail it to us. Please call the office for details.
- Only in emergency situations will we change a valve or enter a home.
- For all other business, please call the office and we will try to accommodate you.

Note: We will continue to respond to a request to turn water off or on since this can be done without entering a home.

If you need to make payments:

- Please use online payments as a first choice. You can do this via your bank's bill payer tool or GWD's Unipay site which can be accessed via our website, graftonwaterdistrict.org.
- If you need to write a check please mail it to avoid a visit to the office or drop it off in the office slot (to the left of the door.) This is available 7x24.
- As a last resort we will accept cash (but prefer not to.) You can drop it off in the slot to the left of the door. Make sure to provide documentation so we know which account to apply the payment.

Thank you for your patients during this time and please stay safe.

We will update you when restrictions have been lifted.